4625SW IP Telephone

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User Guide

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Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

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- Theft (such as, of intellectual property, financial assets, or toll facility access)
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- Mischief (troubling, but apparently innocuous, tampering)
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Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
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Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment will be the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. could void the user's authority to operate this equipment.

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This product complies with and conforms to the following international Product Safety standards as applicable:

Safety of Information Technology Equipment, IEC 60950, 3rd Edition, or IEC 60950-1, 1st Edition, including all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE) CB-96A.

Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-00 / UL 60950, 3rd Edition, or CAN/CSA-C22.2 No. 60950-1-03 / UL 60950-1.

Safety Requirements for Information Technology Equipment, AS/NZS 60950:2000.

One or more of the following Mexican national standards, as applicable: NOM 001 SCFI 1993, NOM SCFI 016 1993, NOM 019 SCFI 1998

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This product complies with and conforms to the following international EMC standards and all relevant national deviations:

Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997, EN55022:1998, and AS/NZS 3548.

Information Technology Equipment – Immunity Characteristics – Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:

- Electrostatic Discharge (ESD) IEC 61000-4-2
- Radiated Immunity IEC 61000-4-3
- Electrical Fast Transient IEC 61000-4-4
- Lightning Effects IEC 61000-4-5
- Conducted Immunity IEC 61000-4-6

Federal Communications Commission Statement

Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Part 68: Answer-Supervision Signaling

Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- answered by the called station,
- answered by the attendant, or
- routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.

This equipment returns answer-supervision signals on all direct inward dialed (DID) calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered.
- A busy tone is received.
- A reorder tone is received.

Avaya attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Means of Connection

Connection of this equipment to the telephone network is shown in the following tables.

Canadian Department of Communications (DOC) Interference Information

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Declarations of Conformity

United States FCC Part 68 Supplier's Declaration of Conformity (SDoC)

Avaya Inc. in the United States of America hereby certifies that the equipment described in this document and bearing a TIA TSB-168 label identification number complies with the FCC's Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria.

Avaya further asserts that Avaya handset-equipped terminal equipment described in this document complies with Paragraph 68.316 of the FCC Rules and Regulations defining Hearing Aid Compatibility and is deemed compatible with hearing aids.

Copies of SDoCs signed by the Responsible Party in the U. S. can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

All Avaya media servers and media gateways are compliant with FCC Part 68, but many have been registered with the FCC before the SDoC process was available. A list of all Avaya registered products may be found at: http://www.part68.org by conducting a search using "Avaya" as manufacturer.

European Union Declarations of Conformity

CE

Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Europeénne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC). This equipment has been certified to meet CTR3 Basic Rate Interface (BRI) and CTR4 Primary Rate Interface (PRI) and subsets thereof in CTR12 and CTR13, as applicable.

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

Japan

This is a Class B product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

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About This Guide

Overview

This guide covers how to use your new 4625SW IP Telephone. The 4625SW is simple to use while offering the latest advances in telephony systems. IP (Internet Protocol) telephones obtain their operational characteristics from your central telephone server rather than residing in the phone unit itself. Updates and new features are downloaded to your phone without intervention or the need for phone replacement.

This guide contains eight chapters, geared to how you actually use the phone, each of which is described in the section titled Document Organization.

Intended Audience

This document is intended for IP telephone users who have a 4625SW IP Telephone. It is not intended to be a technical reference guide for System Administrators or phone technicians.

Issue Date

This document was issued for the first time in April, 2005.

How to Use This Document

This guide is organized to help you find topics in a logical manner. Read it from start to finish to get a thorough understanding of how to use your 4625SW IP Telephone, or use the Table of Contents or Index to locate information specific to a task or function you want to perform.

Document Organization

This guide contains the following chapters:

Chapter 1: Introducing Your 4625SW IP Telephone	Describes each element on the face of the telephone and briefly describes features and applications.
Chapter 2: Using Your 4625SW IP Telephone	Covers all call-related information, such as initiating calls, receiving calls, speed dialing, calling a party on the call log, conferencing and transferring calls, accessing and retrieving voice mail messages, logging off the phone for security purposes and logging back on to the phone.
Chapter 3: Using the Speed Dial Application	Describes how to add, update, and remove Speed Dial buttons, to facilitate quick dialing of frequently called numbers.
Chapter 4: Using the Call Log Application	Describes how to view entries on each of the three types of call logs, add a log entry to a Speed Dial button, and delete one or more call log entries.
Chapter 5: Using the Web Access Application	Explains how to use Web access functions.
Chapter 6: 4625SW IP Telephone Options	Provides first-time use setup and ongoing maintenance procedures for 4625SW Telephone options. Also covers troubleshooting certain phone functions.
Chapter 7: Headsets and Handsets	Provides a list of headsets and handsets compatible with 4600 Series IP Telephones, and ordering information.
Chapter 8: Telephone Management and Troubleshooting	Covers testing your phone's operation and provides basic troubleshooting actions, if you encounter errors or experience problems.

Conventions Used

This guide uses the following textual, symbolic, and typographic conventions to help you interpret information.

Symbolic Conventions

Note:

This symbol precedes additional information about a topic.

Typographic Conventions

This guide uses the following typographic conventions:

Document	Underlined type indicates a section or sub-section in this document containing additional information about a topic.
“Document”	Italic type enclosed in quotes indicates a reference to an external document or a specific chapter/section of an external document.
Italics	Italic type indicates the result of an action you take or a system response in step by step procedures.
Conference	In step by step procedures, words shown in bold represent a single telephone button that should be pressed/selected.

Related Documentation

This guide and other related documentation is available online at the following URL: http://www.avaya.com/support.

For a Quick Reference to 4625SW features and applications, see the *4625SW IP Telephone Quick Reference* (Document Number 16-300307).

For information related to installing an IP telephone, see the *4600 Series IP Telephone Installation Guide* (Document Number 555-233-128).

For information related to mounting a 4625SW IP Telephone on a wall, see *4625SW IP Telephone Stand Instructions* (Document Number 16-300309).

For information related to maintaining an IP Telephone System on a Local Area Network, see the *4600 Series IP Telephone LAN Administrator Guide* (Document Number 555-233-507).

Standard telephone features are described in the *Overview for Avaya Communication Manager* (Document Number 555-233-767).

Chapter 1: Introducing Your 4625SW IP Telephone

Introduction

This chapter introduces you to the layout of the 4625SW IP Telephone. It provides a description for each functional button and other phone characteristics, briefly describes each 4625SW application, and provides basic instructions for navigating display screens.

The 4625SW IP Telephone

The 4625SW IP Telephone is an innovative telephone that gives you access to the World Wide Web while offering the latest features and applications. The large display area allows up to 12 application-specific buttons to be presented and labeled at one time. Additionally, 12 Line/ Feature buttons, 4 softkeys, and other fixed buttons provide access to powerful capabilities such as:

- call server-based features,
- speed dialing,
- a Call Log, and
- a WML (Wireless Markup Language, a Web development protocol) browser.

This last feature is covered in detail in Chapter 5: Using the Web Access Application. The WML browser provides access to Web sites tailored specifically for devices with smaller display screens like cell phones and Personal Data Assistants.

In addition to these features and applications, the 4625SW provides a robust menu of options to customize your phone preferences.

Your telephone's display area coincides with how your System Administrator sets up the Line/ Feature buttons. The 4 softkeys assist you in using 4625SW applications and features. The 14 standard (labeled) buttons assist in telephone operation and call handling. A built-in, two-way Speaker, and an infrared interface combine to provide ease of use and flexibility. The telephone has an adjustable stand that moves to optimize your viewing position via the button on the back.

Figure 1 shows the face of the 4625SW IP Telephone. This diagram contains numbered "callouts" identifying the phone's primary features and buttons. If you are viewing this guide online, you can click the callout to jump to the corresponding feature or button description. Otherwise, each callout is described in detail in Table 1.

Figure 1: 4625SW IP Telephone

Table 1: 4625SW IP Telephone Button/Feature Descriptions

Callout Number	Button/Feature Name	Button/Feature Description
1	**Message Waiting Lamp**	When lit, indicates you have a message waiting on your voice messaging system. This indicator can also be optioned to flash for incoming calls.
2	**Display**	The display screen is 4 inches by 2.9 inches. Information displayed varies according to the application/function currently active. When the phone is idle, the top area displays the current date and time. When someone is calling you, the name/phone number of that person displays in the top area. The display has eight lines. Six display lines are devoted to the current application. One line shows softkey labels for the current application and one line shows Help and other procedural messages. The 4625SW display supports 256 different colors.
3	**Line/Feature buttons**	Twelve Line/Feature buttons provide both call appearances (lines for incoming and outgoing calls) and application-specific functionality.
4	**Softkeys**	Used to navigate to, or start application-specific actions, such as **Call** a number, **Cancel** the current activity, **Save** entered data, and **Store** a Speed Dial label.
5	**Phone/Exit**	Displays the Phone application main screen or, if applicable, exits the current call server-based feature and normalizes the display.
6	**Options**	Displays the Options main screen, from which display and application settings can be updated.
7	**Page Right/Left**	Shifts from one page to another in the same application, when the display presents the “paging indicator” ( ). These buttons have no effect when the Paging Indicator is not displayed.
8	**Speaker LED Indicator**	Lights steadily when the Speaker is active.
9	**Speaker**	Accesses the Speaker feature.
10	**Headset LED Indicator**	Lights steadily when the headset is active.

1 of 2

Table 1: 4625SW IP Telephone Button/Feature Descriptions (continued)

Callout Number	Button/Feature Name	Button/Feature Description
11	**Headset**	With a headset connected, changes audio control from the handset or Speaker to the Headset.
12	**Mute LED Indicator**	Lights steadily when the Handset, Headset or Speaker is muted.
13	**Mute**	Turns off the active Speaker, Handset, or Headset microphone, to prevent the other person from hearing you.
14	**Volume Control**	Adjusts the handset, Speaker, Headset, or Ringer volume, depending on which item is in use. When you increase or decrease the volume, the top display area shows an icon to indicate the item for which you are adjusting the volume. A visual “volume meter” that shows the volume level follows the icon. This button also controls the volume of the key click sounds. Key clicks sound when you press fixed buttons on the phone such as the dialpad or softkeys.
15	**Headset Jack**	Provides a port for connecting a headset on the underside of the phone.
16	**Hold**	Red button used to place a call on hold.
17	**Transfer**	Transfers a call to another phone.
18	**Conference**	Sets up conference calls with more than one other person.
19	**Drop**	Drops the last person added to a Conference call or ends the current call, if you are not on a Conference call.
20	**Redial**	Redials the last number dialed from the phone or displays a list of the last six numbers dialed for selection. Set using the Options button described in Chapter 6: 4625SW IP Telephone Options.
21	**Numeric (Dialing) Pad**	Standard 12 button pad for dialing phone numbers.
22	**Feature Key Expansion Unit Connection Jack**	Not currently applicable to the 4625SW IP Telephone.

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Navigating Application Screens

Your 4625SW IP Telephone uses Phone Feature buttons, Line/Feature buttons, and Softkeys to allow you maximum flexibility in phone operation and application usage. While reviewing this section, it can help to refer to Figure 1: 4625SW IP Telephone on page 14.

Phone Feature buttons are used in the Phone application and appear on the face of the telephone around the dialpad. Phone buttons have an icon on the top of the button, to indicate the button's function. These buttons provide mostly call-handling features like Transfer, Conference, Hold, or Redial. Two new Phone feature buttons are:

- Phone/Exit ( ) - used to exit call server-based features and restore the phone screen to the display, and
- Options ( ) - used to access the Options function to set certain phone parameters and view phone/server/connection status and other information for troubleshooting.

The **Page Left** and **Page Right** buttons ( ) (between the Phone/Exit and Options buttons) are also considered phone buttons. Use them to move forward (Right Arrow) or backward (Left Arrow) from one display screen to another. These paging buttons work in conjunction with the paging indicators ( ) you may see on an application screen. Paging indicators show that a screen has more than one page, and allow you to navigate forward and back through those additional pages. To activate the function or feature represented by a phone button, just press the appropriate button.

Line/Feature buttons ( ) appear on both sides of the display area. These buttons provide call appearances (Lines) and other call-related features (as administered by your System Administrator) in the Phone application. They also serve as application-specific buttons in the Call Log or other applications. For example, pressing a Line/Feature button in the Call Log application selects the corresponding entry, allowing you to take further action with your selection. When you enter text on a screen (for example, a Speed Dial Button Label), several Line/Feature buttons provide editing features like backspacing or hyphenation.

Here is an example of the difference between a Line/Feature button's functionality in the Phone application versus other applications. To call someone from the Phone application (the default display screen) you press the first Line/Feature (call appearance) button and dial your party. But in the Call Log application, pressing the first Line/Feature button displays detailed information about the first call log entry.

In addition to the call-related icons and features explained in Table 1, the icons and background display colors in Table 2 are associated with certain administrable features on the call server, and might appear on the display. Several features, such as flash, wink, and flutter, are associated with Call Center operations, and might not apply to many 4625SW users.

Table 2: Icons/Background Colors for Features on the 4625SW

Icon	Description/ Condition	Feature Button Display Background Color
None	Feature is on/active.	Light Blue
None	Feature is off/inactive.	Blue
None	Feature denied (Broken Flutter). This is a temporary condition, accompanied by an “error beep” on the first occurrence. This condition then changes to the off/ inactive state.	Blue
None	Idle. Indicates a (call appearance) line is available.	Light Blue
	Ringing. Indicates an incoming call is arriving on this line.	White
	Active. Indicates the line is in use.	White
	On Hold. Indicates a call is on hold on this line.	Dark Blue
	(Soft) Hold. Indicates this line's call was put on hold pending a conference or a transfer.	Dark Blue
	Flash. Used for Call Center operations.	Light Blue
	Flutter. Used for Call Center operations.	Light Blue
	Wink. Used for Call Center operations.	Light Blue

Four **softkeys** ( ) appear directly below the display area. They allow you to access the other 4625SW applications. In an application, they allow you to perform application-specific functions, like add, save, edit, delete, or cancel. The labels above the softkeys reflect their function relative only to that specific screen.

4625SW IP Telephone Applications

Your 4625SW IP Telephone provides four applications (Phone, Speed Dial, Call Log, and Web). Additionally, use the Options function to define settings, personalize your phone, and troubleshoot certain functions. All applications appear in the display area, accessed by the softkeys appearing below the display.

Each application is color-coded, to provide quick visual recognition of the application currently displayed, as shown in Table 3:

Table 3: 4625SW Application Color Coding

Application	Application Color Coding
Phone Application, including Redial and call-related messages on the top display line	Blue
Speed Dial	Orange
Call Log	Green
Web	Gray
Options	Yellow

A brief description of each application follows.

Phone Application

The Phone application is the primary application. Use this application to make and receive calls, and perform call-handling operations like conference calling or transferring calls to another phone. Chapter 2: Using Your 4625SW IP Telephone provides information on using the Phone application.

Speed Dial Application

The Speed Dial application provides access to the Speed Dial buttons that facilitate automatic dialing. Use this application to:

- set up buttons for speed dialing,
- update Speed Dial Button Labels, or
- remove the label from a Speed Dial button.

Chapter 3: Using the Speed Dial Application describes how to set up, update and remove labels from Speed Dial buttons. Calling using a Speed Dial button is covered in Chapter 2: Using Your 4625SW IP Telephone.

Call Log Application

The Call Log application provides three lists, each showing up to 30 outgoing, incoming answered or missed calls. Use this application to call a person directly from the Call Log or to add a log entry's name and phone number to a Speed Dial button. In addition, you can disable the Call Log for privacy purposes by setting the Call Log Disable option, as described in Chapter 6: 4625SW IP Telephone Options.

Chapter 4: Using the Call Log Application covers viewing, deleting log entries, and adding a Call Log entry to a Speed Dial button. Making a call from the Call Log is covered in Chapter 2: Using Your 4625SW IP Telephone.

Web Access Application (Optional)

The Web Access application allows you to access Web pages reachable through links from a Home page (and connected pages). This application is optional and is specifically administered by your System Administrator. Depending on the Home page links available, you can browse Corporate intranet sites or browse the World Wide Web.

Chapter 5: Using the Web Access Application covers navigating Web access screens and pages, and provides information about entering text on Web pages. Making a call from the Web Access application is covered in Chapter 2: Using Your 4625SW IP Telephone.

4625SW Telephone Options

Access the Options function using the **Options** ( ) button below and to the right of the display area. Using Options menus, you set certain phone parameters, such as display area contrast, how you want the **Redial** button to work, the language in which information displays, when you want your saved information backed up or restored, or how you want your Feature buttons labeled. You can also view telephone status screens for troubleshooting or information purposes. Chapter 6: 4625SW IP Telephone Options covers all options.

Additional 4625SW Functionality

Push Feature

Your System Administrator can “push” a Web page, a text message, an audio message, or any combination of those items to your 4625SW IP Telephone. Depending on how the pushed material is administered, it may override what is otherwise presented by the telephone. In general, the pushed content is also accompanied by one or more notification tones. Specifically, your System Administrator can:

- Use the telephone’s browser to display a specific Web page instead of displaying whatever you were viewing. Alternatively, the System Administrator can have a Web page available in the background, for you to view when you use the Web application. Typically, in this second case, you would generally get a message on the display’s top line alerting you to the waiting Web page.
- Present a text message on the top display line. This message may temporarily overwrite whatever is otherwise displayed on the top line.
- Present an audio message, even if you are on a call. If you are not on a call, the telephone usually goes off-hook automatically on the Speaker. If you are on a call, the party with whom you are speaking is automatically put on Hold and cannot hear the pushed message. Once you start hearing the pushed message, you can stop listening by selecting a Call Appearance Line (for example, the line you were on when the pushed message came in), going back on-hook, etc. Typically though, pushed audio messages involve emergencies or other important information, and should be listened to. Once a message completes, you can return to your existing call.

Automatic Retrieval Feature

If your telephone is appropriately administered, (see Backup/Restore Options), you can store your Speed Dial button data, options settings and other personal settings on an FTP (File Transfer Protocol) server in your network. When you log in to any 4625SW IP Telephone, that telephone attempts to retrieve your data from that server. Assuming both telephones (the original phone and the second phone) are properly administered, this second telephone displays your data and settings, even if you have never used that particular phone before. Your System Administrator has more information about how this feature operates.

Chapter 2: Using Your 4625SW IP Telephone

Introduction

This chapter describes how to make calls, receive calls, retrieve voice mail messages, and log off your 4625SW IP Telephone. The telephone Line/Feature buttons that assist in call handling are also covered in this chapter.

Call Appearances

In the Phone application, a call appearance, by default, takes up the entire display width, while administered Feature buttons take up half the display width. When a call appearance is full-width, use the Line/Feature buttons on either side of that row to select that call appearance, and usually, all associated messages. When a call appearance is half-width (for example, the full width default has been changed), use only the Line/Feature buttons on the appropriate side of that row to select that call appearance. In the case of half-width call appearances, call-associated messages show on the top display line instead of on that row. See Chapter 6: 4625SW IP Telephone Options for information about setting the call appearance width.

Making Calls

You have several ways of making calls. You can:

- lift the handset,
- activate a headset if one is connected to your phone,
- use the Speaker, or
- use an automatic dial feature like speed dial, redial, or abbreviated dialing.

This section describes all of these calling methods.

Note:

You can set an option for whether the Phone screen displays when you make an outgoing call, or whether the current screen remains displayed. See Application Options in Chapter 6: 4625SW IP Telephone Options for details.

Manual Dialing

Dial a call manually by picking up the handset, activating your headset, or pressing the Speaker button.

1. Pick up the handset, activate your headset, or press the **Speaker** button and dial.

   If the Phone screen is active, the first available call appearance line displays the off-hook ( ) icon and the background turns white.

   If the Phone screen is not active, the top display line provides call-related messages.

   If applicable, the Call Timer displays at the top of the display area.

   Note:

   Displaying the Call Timer is optional and is set by means of the **Options** button. See Chapter 6: 4625SW IP Telephone Options for information.

2. Use the dialpad to enter the number you want to call.

   The number entered displays on the active call appearance line and the 4625SW IP Telephone initiates the call.

3. Hang up the handset, deactivate the headset, or press the **Speaker** button to end the call.

Automatic Dialing

Automatic dialing includes:

- redialing a previously called number,
- speed dialing a number programmed on a Speed Dial button,
- using an administered Abbreviated Dialing Feature button to initiate a call,
- dialing a party listed on your Call Log, or
- dialing a party from a Web page displayed through the Web Access application.

Note:

The 4625SW IP Telephone often receives telephone numbers through the Call Log or Web Access application that are not immediately “dialable.” For example, the Call Log might contain an incoming call from the following U.S. phone number: 732-555-1234. In general, if you try to dial that number as is, the call cannot go through - first you have to dial one or more digits to obtain an outside line, access your corporate telephone network, or add some other code before you can return the call. The 4625SW IP Telephone can, if appropriately administered, automatically dial those “extra” digits for you. So with one touch, the telephone automatically dials 91-732-555-1234. Your telephone administrator has information on setting up this Enhanced Dialing capability.

If all lines are in use, automatic dialing will not work.

Redialing a party

Depending on how you have set up your Redial option, selecting **Redial** automatically dials the most recent number dialed, or displays a list of the last six outgoing calls for selection of the number to be dialed. Chapter 6: 4625SW IP Telephone Options, covers setting the Redial feature. Both procedures follow.

Note:

Your Telephone Administrator can turn off the Redial feature, or can restrict your phone to dialing only the last number dialed. If the Redial feature is turned off, pressing the Redial button generates an error tone. If the Redial feature is restricted to only the last number dialed, follow the instructions below for Redialing the last number called.

Redialing the last number called:

Press the **Redial** ( ) Feature button.

The last number dialed is automatically redialed.

Redialing using a list of the last six numbers called:

1. Press the **Redial** ( ) Feature button.

   The Redial screen displays the last six unique numbers dialed and the prompt “Select number to dial.” appears at the top of the display.

2. Press the Line/Feature button associated with the number you want to redial.

   If the call can be dialed, the Phone application screen displays and the selected number dials automatically.

   If the selected number cannot be dialed (for example, if all call appearance lines are currently on Hold), all Redial entries are disabled. If you press a number for redialing while in this state, an error beep tone sounds and no further action occurs.

3. Proceed with the call.

   A Call Log entry is created for this call.

Dialing a party using a Speed Dial button

Automatic dialing of pre-stored numbers is the most common method of automatic dialing. You can set up Speed Dial buttons and select the party you want to call by pressing that button. For information on setting up Speed Dial buttons, see Chapter 3: Using the Speed Dial Application. Because the 4625SW IP Telephone's advanced capabilities allow up to 108 speed dial entries, speed dialing as described here is convenient and efficient.

1. Press the **SpDial** softkey at the bottom of the display screen.

   The first twelve Speed Dial buttons display, one name/number per button, and the prompt "Select entry to dial." appears at the top of the display area.

2. If the party you want to call appears on the display, proceed to Step 3. If the party you want to call is not shown, press the **Page Right** ( ) button to display the next page of entries, Continue until the number/party you want displays. You can also press the **Page Left** ( ) button to display the preceding page of entries.

3. Press the Line/Feature button associated with the name/number of the person you want to call.

   The number of the selected person dials automatically.

4. Pick up the handset, activate the headset, or use the Speaker to proceed with the call.

5. Hang up the handset, deactivate the headset, or press the **Speaker** ( ) button to end the call.

Automatically dialing a party using an administered Line/Feature button

Your System Administrator can program individual numbers on Line/Feature buttons (this is called Abbreviated Dialing). If so, such numbers display on the Phone application screen with labels assigned by the System Administrator.

If the label for the number you want to call appears in the display area, press the appropriate button,

or

Press the **Page Right** ( ) or **Page Left** ( ) button(s) below the display area until the label of the party you want to call displays. Then press that button.

The number dials automatically and the screen displays the appropriate call appearance line as active.

Note:

Usually, you can re-label administered Feature buttons as you see fit, as described in Feature Button Labeling on page 70.

Calling a party from the Call Log

Your 4625SW IP Telephone maintains a log of up to 90 outgoing, incoming answered, and incoming unanswered calls to/from your phone. Each log can have up to 30 calls.

1. To call a party listed in the Call Log, press the **Log** softkey at the bottom of the display area.

   The first six missed calls display, one name/number per button, and the prompt "Select entry for details." appears at the top of the display area.

2. If the party you want to call is in a different Call Log, press the softkey that represents the Call Log where that entry appears (either **Outgo** or **InAns**).

   The selected Call Log displays.

3. If the party you want to call appears, proceed to Step 4. If the party you want to call is not displayed, press the **Page Right** ( ) button to display the next page of entries. Continue until the number/party you want displays. You can also press the **Page Left** ( ) button to display the preceding page of entries.

4. Press the Line/Feature button associated with the name/number of the person you want to call.

   The associated Call Detail screen displays.

5. Select **Call**.

   The phone goes off-hook and the selected party's number is dialed. If the "Phone Screen on Calling" option is set to "Yes" (as described in Chapter 6: 4625SW IP Telephone Options) the Phone application screen displays. A Call Log entry is created for this call.

   Note:

   If your administrator has set up the Enhanced Dialing feature, selecting **Call** causes the 4625SW to automatically add any appropriate digits (such as those required to get an outside line) to phone numbers in the **Missed** and **InAns** Call Logs. If you press **Call**, but the call does not go through, check with your Telephone Administrator to ensure that the Enhanced Dialing feature is set up properly for your environment.

6. Proceed with the call as usual.

See Chapter 4: Using the Call Log Application for more information about the Call Log.

Calling a party from the Web Access application

Your 4625SW's optional Web Access application can automatically dial Web links designated by the Web page author as phone numbers. To call a party using a Web link, just select that link.

Note:

If your administrator has set up the Enhanced Dialing feature, selecting a link to call a party causes the 4625SW to automatically add any appropriate digits (such as those required to get an outside line) to phone numbers. If you select a call link, but the call does not go through, check with your Telephone Administrator to ensure that the Enhanced Dialing feature is set up properly for your environment.

Receiving Calls

When someone calls you and the Phone screen is active, the Bell ( ) icon appears as the phone rings and (if so administered) the Voice Message light flashes. When the Phone screen is active, call information displays on the incoming call appearance line. If the Phone screen is not active, call information appears on the top display line.

To receive the call, pick up the handset, activate the headset, or press the **Speaker** button and talk.

Note:

You can set an option for whether the Phone screen displays when you receive an incoming call, or whether the current screen remains displayed. You can also set an option to flash the Message Waiting Lamp when the phone rings. See Application Options in Chapter 6: 4625SW IP Telephone Options for details.

Call Handling Features

The features described in this section are available while calls are in progress. Use the dedicated Feature buttons on the telephone itself, or administered Feature buttons available using the 4625SW's softkeys, as applicable.

Conference

The Conference feature allows you to conference up to the maximum number of parties set by your System Administrator.

Adding another party to a call

1. Dial the first party, then press the **Conference** ( ) button.

   The line's display area changes to white text with a dark blue background. The current call is placed on hold, the Soft Hold ( ) *icon displays, and you hear a dial tone.*

2. Dial the number of the next party and wait for an answer.
3. Press the **Conference** ( ) button again to add the new party to the call.
4. Repeat Steps 1- 3 for each party you want to conference in to the call.

Adding a held call to the current call

1. Press the **Conference** ( ) button.

   The icon on the current line changes to the Soft Hold ( ) *icon*.

2. Press the Line/Feature button of the held call.
3. Press the **Conference** ( ) button again.

   All parties are now connected.

Dropping the last person added to the call

Press the **Drop** ( ) button.

The last party connected to the conference call is dropped from the call.

Hold

The Hold feature puts a call on hold until you retrieve it.

Placing a call on hold

Press the **Hold** ( ) button.

The line's display area changes to white text with a dark blue background, and the Hold ( ) *icon displays*.

Retrieving the held call

Press the Line/Feature button on which the call is being held, or press the **Hold** ( ) button.

The call is now active.

Mute

During an active call, the Mute feature prevents the party with whom you are speaking from hearing you. You generally use this feature in conjunction with the Speaker, but you can hold an off-line conversation at any time during a call.

Preventing the other person on the line from hearing you

1. Press the **Mute** ( ) button.

   The other party cannot hear you. The indicator next to the Mute button lights when Mute is active.

2. To reinstate two-way conversation, press the **Mute** ( ) button again.

Speaker

A two-way, built-in Speaker allows you to place and answer calls without lifting the handset.

Note:

It is also possible to disable the Speaker feature or limit it to one-way operation. If your Speaker does not operate as indicated, contact your System Administrator to ensure that your telephone's Speaker is properly administered.

Placing or answering a call without lifting the handset, or using the Speaker with any feature

1. Press the **Speaker** ( ) button.

   The indicator next to the Speaker button lights and the Speaker handles voice control. The first available call appearance line activates.

2. Place or answer the call, or access the selected feature.
3. Adjust the Speaker volume if needed by pressing the **Volume Control** ( ) button until you reach the desired volume level

   As you press the Volume Control button, the top display area shows the volume level.

Changing from the Speaker to the handset or headset

Pick up the handset or activate the headset.

The Speaker indicator next to the Speaker button goes off and audio control reverts to the handset or headset as applicable.

Changing from the handset or headset to the Speaker

Press the **Speaker** ( ) button, then hang up the handset (the headset is automatically deactivated).

The indicator next to the Speaker button lights and voice control is handled by the Speaker.

Turning the Speaker on during a call

Press the **Speaker** ( ) button.

The Speaker indicator next to the Speaker button lights. The Speaker is now operational.

Turning the Speaker off during a call

Lift the handset or activate the headset at any time.

The Speaker and the corresponding indicator light turn off. Voice control reverts to the handset/headset.

Ending a call while the Speaker is active

Press the **Speaker** button.

The Speaker and the corresponding indicator light turn off and the call terminates.

Transfer

The Transfer feature allows you to transfer a call from your telephone to another extension or outside number.

Sending a call to another telephone

1. With the call active (or with only one held call and no active calls), press the **Transfer** ( ) button.

   The call is placed on hold. The Hold ( ) icon displays and you hear a dial tone while the next available line activates.
2. Dial the number to which you want to transfer the call.

3. If you do not want to announce the call, press the **Transfer** ( ) button again and proceed to Step 6. If you wish to wait for an answer and announce the call, see Step 4.

   The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.

4. Remain on the line and announce the call. If the line is busy or if no one answers, return to the call by pressing the Line/Feature button on which the call is being held.
5. Press the **Transfer** ( ) button again.

   The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.

6. Hang up your handset.

Retrieving a Voice Mail Message

When someone leaves a message in your voice mailbox, the Message Indicator ( ), the red light at the top middle of the phone illuminates.

Follow your standard voice mail retrieval procedures to retrieve your messages. If you have voice mail-related questions, contact your Telephone System Administrator.

Logging Off the Phone

Log your 4625SW IP Telephone off to prevent unauthorized use during an absence. When multiple users share a phone, logging off protects your privacy by deleting your Call Log entries, and allows other users to load their specific telephone features from the call server.

You can also log off directly through the Options menu. See Chapter 6: 4625SW IP Telephone Options: Logging Off the 4625SW IP Telephone for details. The process described here applies to all 4625SW IP Telephones.

Note:

Before you can log off, ensure that the telephone is on-hook and idle (no call appearance lines in use).

To log your phone off, press the **Mute** button, then press the following numbers on the dialpad: **5 6 4 6 3 3** # (which stands for LOGOFF)

A request to un-register the phone is sent to the server. The phone is now in a logged-off state and displays "Ext =".

Reinstating the Phone After a Logoff

To reinstate the phone after a logoff:

1. Using the dial pad, enter your Extension number, then press Pound (#).

   The display prompts for entry of your password.

2. Using the dial pad, enter your Password, then press the # key.

   The 4625SW is now ready for use.

Forcing a Login to the Phone

If you try to log your phone in, and “Extension in Use” displays, another person is already using the extension you entered.

If this is your extension, you can force the other user off the system by pressing Pound (#) to answer “OK” to both the Extension and the Password prompts.

Chapter 3: Using the Speed Dial Application

Introduction

This chapter describes how to add, update, and delete a Speed Dial Button Label. Up to 108 Speed Dial buttons are allowed, each containing a name and corresponding telephone number.

Entering Data on Speed Dial Screens

Review this section if you are unfamiliar with entering data using a telephone dialpad or using softkeys for editing functions.

Entering Characters Using the Dialpad

Use the dialpad keys 0 through 9, * and # to enter characters in a Name or Number field.

To select a field, press the Line/Feature button on either side of the field to which you want to move.

When entering a Name, the first press of a dialpad key displays the first alphabetic character associated with that key to the right of the current cursor position. This character is shown in upper case and the cursor does not move. A subsequent press of the same key replaces the character shown with the next alphabetic character assigned to that key (still in upper case), or the number assigned to that key, if all three alphabetic characters have been displayed.

For example, pressing the “2” on your dialpad displays the letter “A.” Pressing the 2 key again replaces the A with a “B,” pressing it again replaces the B with a “C” and pressing it again replaces the C with a “2.” Pressing it again redisplays the letter “A,” and so on. Pressing a different key moves the cursor one position to the right, displaying the first alphabetic character associated with that key. All letters after the first display by default in lower case. Repeat this key press/entry process to enter the rest of the party’s name. In addition, you can use the **Left Arrow** (⟵) and **Right Arrow** (⟶) softkeys to move the cursor to the left or right, respectively.

When entering a telephone number in the Number field, your 4625SW IP Telephone recognizes a key press as a number (or typographic character such as ***** or **#**) and automatically moves the cursor to the right.

Note:

You can enter text while on a call, but you automatically exit text entry mode if you go off-hook (either by the headset/handset or by a fixed button like **Transfer**). You also exit text entry mode if you cause another screen to display (for example, by pressing **Save** or **Cancel**, or pressing the button).

Editing During or After Entry

Editing commands display below the Number field, next to certain Line/Feature buttons. The commands and their actions are:

- **Clear** - Remove all characters from the field in which the cursor currently resides.
- **Case** - Change the character to the right of the cursor from lower to upper case or vice versa, depending upon its original case. Note that when entering a name, the first character entered is initially displayed in upper case, with subsequent characters initially displayed in lower case letters.
- **Backspace** - Delete the character to the immediate left of the cursor.
- **Apostrophe** - Insert an apostrophe at the cursor position.
- **Comma** - Insert a comma at the cursor position. In a Number field, a comma creates a short pause when the telephone automatically dials that number.
- **Hyphen** - Insert a hyphen at the cursor position.
- **Space** - Insert a blank space at the cursor position.

Note:

Some of the editing commands, such as **Case**, appear only when there is data in the field in which the cursor is positioned. Pressing one of these buttons causes the respective action to be taken at the current cursor position. For example, in entering the name “D’Aleo,” pressing the Line/Feature button labeled **Apostrophe** after entering the letter “D” inserts an apostrophe following that letter.

Name Entry Example

To add a Speed Dial button for Tom Brown, you would typically press the following dialpad number button/Right Arrow softkey in sequence:

8 (T)

666 (o)

→ (Right Arrow softkey to move the cursor one space to the right)

6 (m)

22 (b)

777 (r)

666 (o)

9 (w)

66 (n)

After entering this sequence, the display shows: **Tombrown**. By incorporating the editing Line/Feature buttons during entry, you format the entry as: **Tom Brown**. Your actual key press sequence should be:

8 (T)

666 (o)

→ (Right Arrow softkey to move the cursor one space to the right)

6 (m)

Line/Feature Button 12 (Space)

22 (b)

Line/Feature Button 5 (Case; changes the “b” from lower to upper case)

777 (r)

666 (o)

9 (w)

66 (n)

Adding a Speed Dial Button

To add a Speed Dial button:

1. Access the Speed Dial application by pressing the **SpDial** softkey.

   The Speed Dial Main screen displays.

   Note:

   Your Telephone Administrator can turn off the ability to make changes to the Speed Dial buttons. If this is the case, you will not be shown softkeys labeled **Add**, **Edit**, or **Delete**, and you cannot perform any of those actions.

2. Press the **Add** softkey.

   The Speed Dial Entry screen displays, with a cursor in the Name field, and with the prompt "Use dialpad to enter Name (<14)".

   Note:

   For assistance with entering information on this screen, see the previous section titled Entering Data on Speed Dial Screens.

3. Use the dialpad to enter the name of the person being added to a Speed Dial button. Use up to 13 characters or press **Cancel** to return to the Speed Dial Main screen without adding a name. If you try to enter too many characters, the telephone ignores any after the maximum until you delete one or more of the characters already entered.

4. After completing the Name field, press the Line/Feature button to the left or right of the Number field.

5. Use the dialpad to enter the telephone number of the person for whom you are adding the Speed Dial button. Use up to 24 characters and any of the editing Line/Feature buttons to insert appropriate spaces in the number being entered. Include any trunk number(s) needed to obtain an outside line.

6. Verify the Name and Number entered in Steps 3 and 5 are correct. To change an entry, use the **Left Arrow** softkey and/or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove that character, and re-enter that character. Alternately, to erase a field entirely, press the Line/Feature button on either side of that field, then press the **Clear** Line/Feature button. You can then enter new data in the cleared field.

7. When the Name and Number are correct, press the **Save** softkey to add the information to a Speed Dial button. (Press the **Cancel** softkey to exit without saving.)

   The Name/Number entry is added to the Speed Dial list in alphabetical order by Name. The Speed Dial Main screen redisplays, allowing you to verify that the new button is now available for automatic dialing.

8. To add another Speed Dial button, repeat this procedure from Step 2.
9. To exit the Speed Dial application, press the **Phone/Exit** ( ) button.

Note:

You can position an entry at the beginning of the list, out of alphabetical order, by placing a space, asterisk, etc. as the first character of the name. For example, "*Bruce" will be placed before "Aaron" on the list.

Updating Speed Dial Button Label Information

Use the following procedure to change the name or number associated with a Speed Dial button.

1. Access the Speed Dial application by pressing the **SpDial** softkey.

   The Speed Dial Main screen displays.

2. Use the **Page Left** and/or **Page Right** buttons as appropriate until the entry you want to update displays.

   Note:

   Your Telephone Administrator can turn off the ability to make changes to the Speed Dial buttons. If this is the case, you will not be shown softkeys labeled **Add**, **Edit**, or **Delete**, and you cannot perform any of those actions.

3. Press the **Edit** softkey.

   The prompt "Select entry to edit." displays.

4. Press the Line/Feature button that corresponds to the button you want to update.

   The Speed Dial Editing screen displays the prompt "Use dialpad to edit Number (<25)." with the cursor positioned at the end of the Number field.

   Note:

   For assistance with entering information on this screen, see the previous section titled Entering Data on Speed Dial Screens.

5. To change the telephone number, use the **Left Arrow** softkey and/or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove the character(s) and re-enter the character(s). The Number field allows up to 24 characters.

   Note:

   Pressing **Delete** while in the Name or Number field allows you to delete the entire Speed Dial Label (as covered in the next section, Deleting a Speed Dial Button Label). Alternately, pressing **Cancel** at any time returns you to the Speed Dial Main screen without updating the label.

6. To change the name, press the Line/Feature button to the left of the Name field. Then use the **Left Arrow** softkey and/or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove the character(s) and re-enter the character(s). The Name field allows up to 13 characters.
7. When the Name and/or Number is updated, press the **Save** softkey to add the information to a Speed Dial button. (Press the **Cancel** softkey to exit without saving.)

   The Name/Number entry is updated, and all Speed Dial buttons are re-sorted in alphabetical order by Name. The Speed Dial Main screen redisplays.
8. To update another Speed Dial button, repeat this procedure from Step 2.
9. To exit the Speed Dial application, press the **Phone/Exit** ( ) button.

Deleting a Speed Dial Button Label

To delete a Speed Dial Button Label:

1. Access the Speed Dial application by pressing the **SpDial** softkey.

   The Speed Dial Main screen displays.
2. Use the **Page Left** and/or **Page Right** buttons as appropriate until the entry you want to delete displays.

   Note:

   Your Telephone Administrator can turn off the ability to make changes to the Speed Dial buttons. If this is the case, you will not be shown softkeys labeled **Add**, **Edit**, or **Delete**, and you cannot perform any of those actions.
3. Press the **Delete** softkey.

   The prompt "Select label to delete." displays.
4. Press the Line/Feature button that corresponds to the button you want to remove.

   The Speed Dial Deletion screen displays the prompt "Press Delete again to confirm."
5. Visually verify that you want to delete the Name and Number displayed, then choose one of the following options:

If you want to	Then
Cancel the deletion without removing this Speed Dial button	Press **Cancel**. *No deletion occurs. The Speed Dial Main screen displays*.
Complete removing this Speed Dial button	Press **Delete**. *The label is removed. The remaining Speed Dial buttons are re-sorted by Name and the Speed Dial Main screen displays.*

Chapter 4: Using the Call Log Application

Introduction

This chapter describes the three Call Logs available on your 4625SW IP Telephone. It also provides procedures for adding a Call Log entry to a Speed Dial button and deleting one or all Call Log entries.

For information on calling a party listed in any Call Log, see Making Calls in Chapter 2: Using Your 4625SW IP Telephone of this guide.

Note:

Your Telephone Administrator can turn off the ability to display the Call Logs, or can turn off the ability to move Call Log entries to Speed Dial buttons. If the Call Log feature has been turned off, the Call Log softkey is not labeled, and pressing the blank softkey has no effect. If the ability to transfer an entry to a Speed Dial button has been turned off, the softkey labeled **Add to SD** is not displayed.

About the Call Log

Call logs are helpful for:

- tracking who called while you were away from the phone,
- redialing the number of a previous call you made, or
- obtaining telephone numbers from previous calls.

The 4625SW also allows you to set up a Speed Dial button for any call listed in a log, facilitating dialing of frequently called numbers.

All calls made to or from your 4625SW IP Telephone are added to one of three Call Logs - Outgoing Calls, Incoming Answered Calls, and Missed (unanswered) Calls. The Missed Call Log displays automatically whenever you access the Call Log application, but you can quickly access a different log if desired.

Each log has a main screen, which lists the calls in chronological order (newest to oldest) and a detail screen. The main screens provide the Name and Number of the calling or called party, if available. The Main screens also provide a time (for the current date) or date (for calls prior to the current date). The details screen displays all this information (in a wider format), reminds you of what type of call it was, and allows you to take certain actions with that entry.

Each Call Log can contain a maximum of 30 entries. When a log contains more than six entries, **Page Right** and **Page Left** buttons help you scroll through the log six entries at a time. Calls are listed in order from top to bottom, the most recent call first.

Viewing a Call Log

To view a Call Log:

1. Access the Call Log application by pressing the **Log** softkey.

   The Missed Call Log Main screen displays the Caller's name, number, and time/date of the first six unanswered calls.

   Note:

   All Call Log screens have the same fields, characteristics, and softkeys.

2. Choose one of the following options:

If you want to	Then
Review the next six calls	Press the **Page Right** button.
Review the last six calls	Press the **Page Left** button.
Review outgoing calls you made	Press the **Outgo** softkey. *The Outgoing Calls Main screen displays*.
Review calls you received and answered	Press the **InAns** softkey. *The Answered Calls Main screen displays*.
Review missed calls	Press the **Missed** softkey. *The Missed Calls Main screen displays*.
Delete one or all entries from the log displayed	See the section in this chapter titled Deleting Call Log Entries.
See detailed information about a call	Press the Line/Feature button to the left or right of that entry. *The appropriate Detail screen displays, as applicable.*
Return to the Call Log Main screen from a Detail screen	Press the **Return** softkey.

The Call Log displays incoming phone numbers as they are received from the call server. The Call Log displays outgoing phone numbers as you dial them or as they are stored (saved) in the Speed Dial application.

Adding a Call Log Entry to a Speed Dial Button

To add a Call Log entry to a Speed Dial button:

1. Access the Call Log application by pressing the **Log** softkey.

   The Missed Calls Main screen displays.

2. If the party for whom you want to create a Speed Dial button is listed on the Missed Calls Log, proceed to Step 3. If the Missed Call Log does not list the party for whom you want to create a Speed Dial button, press the softkey for that entry's Call Log (**Outgo, InAns**).

   The Outgoing or Incoming Answered Call Log Main screen displays, as applicable.

3. Press the Line/Feature button to the left of the party for which you want to create a Speed Dial button.

   *The Detail screen for that entry displays. If the **AddToSD** softkey is not displayed, either your Telephone Administrator has turned off the ability to make changes to the Speed Dial buttons, or the maximum number (108) of Speed Dial buttons have labels. In the latter case, you cannot add a new entry unless you first remove an existing entry.*

4. Press the **AddToSD** softkey.

   The Speed Dial Editing screen displays, to allow you to make a change to the name or number. The prompt "Use dialpad to edit Number (<25)." displays, with the cursor positioned at the end of the Number field.

   Note:

   For assistance with entering information on this screen, see the section in Chapter 3: Using the Speed Dial Application titled Entering Data on Speed Dial Screens.

5. If no Name/Number changes are needed, proceed to Step 8. To change the telephone number, use the **Left Arrow** softkey, and/or the **Right Arrow** softkey to move the cursor to right of the character(s) to be changed. Press the **Backspace** button to remove that character and re-enter the correct character.

6. To change the name, press the Line/Feature button on either side of the Name field to move from the Number to the Name field.

7. Use the **Left Arrow** softkey, and/or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove that character and re-enter the correct character.

8. After you update the Name and/or Number, press the **Save** softkey to add the information to a Speed Dial button. (Press the **Cancel** or **Delete** softkey to exit without saving.)

   The Name/Number entry is updated, and all Speed Dial buttons are re-sorted in alphabetical order by Name. The Speed Dial Main screen re-displays.

9. To exit the Speed Dial application, press the **Phone/Exit** ( ) button.

Deleting Call Log Entries

You can delete a single Call Log entry or all entries on a specific Call Log.

Deleting a Single Call Log Entry

To delete a single Call Log entry:

1. Access the Call Log application by pressing the **Log** softkey.

   The Missed Calls Main screen displays.

2. If the entry to be deleted is shown, proceed to Step 3. If the entry to be deleted is not shown, use the **Arrow** keys to scroll through the Missed Calls Log or press the softkey for that entry's Call Log (**Outgo, InAns**).

3. With the entry to be deleted displayed, press the Line/Feature button that corresponds to that entry.

   The selected entry's Detail screen displays.

4. Press the **Delete** softkey.

   The prompt "Press Delete again to confirm." displays at the top of the screen.

5. Visually verify that you want to delete the Name and Number displayed, then choose one of the following options:

If you want to	Then
Cancel the deletion without removing this Call Log entry	Press **Cancel**. *No deletion occurs and the Call Log's Main screen displays*.
Complete removing this Call Log entry	Press **Delete**. *The entry is removed and the remaining entries on this Call Log remain sorted in chronological order.* *The Call Log's Main screen displays.*

6. To exit the Call Log application, press the **Phone/Exit** ( ) button.

Deleting All Entries from a Call Log

To delete all entries from a Call Log:

1. Access the Call Log application by pressing the **Log** softkey.

   The Missed Calls Main screen displays.

2. To clear the Missed Calls Log, proceed to Step 3.

   To clear the Incoming Answered Calls Log, press the **InAns** softkey to display that Call Log, then proceed to Step 3.

   To clear the Outgoing Calls Log, press the **Outgo** softkey to display that Call Log, then proceed to Step 3.

3. Press the **Delete All** softkey.

   The prompt "Press Delete again to confirm." displays.

4. Visually verify that you want to delete all entries for the Call Log, then choose one of the following options:

If you want to	Then
Cancel the deletion without removing all of this Call Log's entries	Press **Cancel**. *No deletion occurs and the Call Log's Main screen displays*.
Complete the deletion of all entries for this Call Log	Press **Delete**. *The entries are removed. The Call Log's Main screen displays*.

5. To exit the Call Log application, press the **Phone/Exit** ( ) button.

Disabling the Call Log

If desired, you can disable your Call Log. See Enabling/Disabling the Call Log in Chapter 6: 4625SW IP Telephone Options for details.

Chapter 5: Using the Web Access Application

Introduction

One of the exciting aspects of the 4625SW IP Telephone is its optional Web Access application. You can actually use your telephone to access your corporate intranet and the World Wide Web.

Your System Administrator can optionally design a Home page on which your Web options reside or use an Avaya-provided Home page for this purpose. For security purposes, your System Administrator can optionally require that an authentication screen display upon selection of the Web Access application. In this case you must submit a User Name and Password before gaining access to the Home and other Web pages/sites.

Note that the Web Access application offers a basic browser capability. The application does not support all Internet data types, nor is it intended to replace your PC's browser. The 4625SW's Web functions are geared towards use on a small (six line) display screen, more like those of a Personal Data Assistant (PDA) or cellular telephone.

This chapter describes the basic functions available with the Web Access application. These functions include:

- accessing and navigating pages linked to the Home page,
- entering text on applicable Web pages, and
- setting up a Speed Dial entry for a name and associated telephone number found on applicable Web sites.

Because your System Administrator can customize the Web Access application for specific business use, not all features described in this chapter may apply. Other features that result from customizing may not be described here. For this reason, contact your System Administrator for specific information about your Web Access application before proceeding.

Because customizing can affect the flow of Web-related activity, this chapter describes only the primary Web screen types.

Web Access Authentication

Depending on how your Web Access application is administered, you might have to provide identification before gaining access to Web pages. If you do not know your User ID or Password, contact your System Administrator for assistance.

1. If the Web Authentication input screen displays after selecting the **Web** softkey, use the dialpad to enter your User ID or Name.

   Note:

   For information on entering text using the dialpad, see the section in this chapter titled Entering Characters Using the Dialpad.

2. Press the Line/Feature button to the left of the Password field and enter your password.
3. Choose one of the following options:

If you want to	Then
Authenticate the ID and Password	Press the **Submit** softkey. *When your ID and password are authenticated, the next page displays.* *If your ID and/or password cannot be authenticated, appropriate error messages display.*
Exit the Web application without authentication	Press the **Cancel** or **Back** softkey. *The previous application or options screen displays*.

Navigating Web Pages

The Web Access application browser performs similarly to those on your PDA or cell phone. Navigate Web pages using a combination of Line/Feature buttons and softkeys.

Note:

Calls made or received while working with the Web application have no impact on Web access, Web page navigation, or Web page text entry.

Navigating the Home Page and Other Standard-Size Web Pages

To navigate the Home page and other standard-size Web pages:

1. Access the Web Access screen by selecting the **Web** softkey at the bottom of the display area.

   The Home page displays.

2. If a line is not selected (highlighted), first press the button or the button (Line/Feature buttons 8 or 11) to bring the line "in focus."

3. Navigate the Home page and other Web pages as follows:

If you want to	Then
Redisplay the Home page	Press (Line/Feature button 9). *Any Web page loading/processing stops and the Home page displays*.
Refresh the current display (re-display the current Web page)	Press (Line/Feature button 10). *Any Web page loading/processing stops and the current page redisplays.*
Move down the Web page one text line, from the line currently highlighted	Press (Line/Feature button 11).
Move up the Web page one text line, from the line currently highlighted	Press (Line/Feature button 8).
Move the Web page down one page (to see the next six lines)	Press (Line/Feature button 12).
Move the Web page up one page (to see the previous six lines)	Press (Line/Feature button 7).
Traverse multiple pages	Press the **Page Right** or **Page Left** button to navigate to the next or previous page, respectively.
Use a link to go to another page	Press the Line/Feature button to the left of the line that displays an **underlined** link.

Note:

You can view and scroll through images, if any are presented, as well as text.

Entering Text on Web Pages

Text entry pages are those on which you can enter data, for example, a name, a Web address (URL), or other identifying information. A set of square brackets, each separated by three blank spaces [ ] identifies a page's text entry areas.

1. To enter data, first press the **Line/Feature** button to the left of the line on which you want to enter text.

   *Four new softkeys display: **Done**, **Bksp**, and **Space**, with the fourth softkey labeled "alpha" by default. This softkey is called the **Mode** softkey because it changes the mode of text being entered. Any reference in this manual to the "Mode softkey" refers to the fourth softkey when entering text on Web pages*.

2. Use the dialpad to enter text. Use the softkey functions to facilitate your entry, as described below.

If you want to	Then
Enter text	If you are unfamiliar with 4625SW Web text entry, see Entering Characters Using the Dialpad below. When you complete the current field/text line, either press the Line/Feature button to the left of the next text line you want to enter, press one of the Line/Feature buttons on the right side of the display to move to a different line or page, or press the **Done** softkey. *Pressing a left-side Line/Feature button displays a cursor in the text entry box.* *Pressing a right-side Line/Feature button produces the result indicated by the symbol next to that button.* *Pressing **Done** deactivates the text entry mode*.
Erase any data entered and restore the text entry line to its original format	Press the appropriate application-specific softkey (for example, **Clear**). *Any characters entered are removed*. **Note:** Application-specific softkeys are determined by the application developer, therefore the method of erasing or clearing entered text is subject to the application's design.
Save the text you have entered	Press the appropriate application-specific softkey (for example, **Submit** or **Save**). **Note:** Application-specific softkeys are determined by the application developer, therefore the method of saving entered text is subject to the application's design.

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If you want to	Then (continued)
Change the case of an alphabetic character to/from lower (the default) to upper case	Press the **Mode** softkey until **ALPHA** (upper case) or **alpha** (lower case) displays, as appropriate. Then use the dialpad to select the characters you want to appear in that case. **Mode alpha** displays all characters entered in lower case, and is the default mode. **Mode ALPHA** displays characters in upper case. Pressing the softkey “toggles” from one mode to the next.
Enter a numeric character(s)	Press the **Mode** softkey until **Num** displays, then use the dialpad to select the appropriate number(s).
Place a symbol in the text entry field	Press the **Mode** softkey until **Symbol** displays. If the desired symbol is not currently displayed, press the **More** softkey to view additional symbols. To insert a symbol, press the Line/ Feature button to the right/left of the desired symbol as appropriate.

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Entering Characters Using the Dialpad

Use the dialpad keys 0 through 9, * and # to enter characters in a text entry field/line.

When entering a name or other alphabetic text, the first press of a dialpad key displays the first alphabetic character associated with that key to the right of the current cursor position. This character is shown in the case displayed on the **alpha** softkey. The cursor does not move. A subsequent press of the same key replaces the character shown with the next alphabetic character assigned to that key. You can use the # and * keys to display those symbols, even in alpha and ALPHA mode.

For example, with the Mode softkey displaying “ALPHA” or “alpha,” pressing the “2” on your dialpad displays the letter “A” or “a,” depending upon which alphabetic mode is active. Pressing the 2 key again replaces the A with a “B” (or “b”). Pressing the same key again replaces the B with a “C” (or “c”). Pressing the same key again replaces the C with an “A” (or “a”), and so on. Pressing a different key moves the cursor one position to the right and displays the first alphabetic character associated with that key. Repeat this key press/entry process to complete the text field. In addition, you can use the **Bksp** or **Space** softkeys to move the cursor to the left or right, respectively.

When the Mode softkey displays **Num**, your telephone recognizes a key press as a number (or a typographic character such as * or #), and advances the cursor one position to the right.

When the Mode softkey displays **Symbol**, use the Line/Feature buttons to select the desired symbol. Use the **More** softkey or the **Page Right** or **Page Left** buttons on the phone to access additional pages of symbols. When selected, the symbol is automatically inserted to the right of the last character in that field on that line, and you automatically return to the **alpha** mode.

Adding a Speed Dial Button for a Web Site Telephone Number

Some Web sites might include the ability to pass names and associated telephone numbers to the 4625SW IP Telephone. In such cases, applicable Web pages display an **AddToSD** softkey, as provided by the Web site's author.

1. Press the **AddToSD** softkey.

   The Speed Dial Editing screen displays, to allow you to change the name or number. The prompt "Use dialpad to edit Number." displays, with the cursor positioned at the end of the Number field.

   Note:

   For assistance with entering information on this screen, see the section in Chapter 3: Using the Speed Dial Application titled Entering Data on Speed Dial Screens.

   Your Telephone Administrator can turn off the ability to create Speed Dial buttons from the Web application. In this case, the **AddToSD** softkey does not display.

2. If no Name/Number changes are needed, proceed to Step 5. To change the telephone number, use the **Left Arrow** softkey, and/or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove that character and re-enter the correct character.
3. To change the name, press the Line/Feature button on either side of the Name field to move from the Number to the Name field.
4. Use the **Left Arrow** softkey, and/or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove that character and re-enter the correct character.
5. When the Name and/or Number are updated, press the **Save** softkey to add the information to a Speed Dial button. (Press the **Cancel** or **Delete** softkey to exit without saving.)

   The Name/Number entry is updated, and all Speed Dial buttons are re-sorted in alphabetical order by Name. The Speed Dial Main screen re-displays.
6. To exit the Speed Dial application, press the **Phone/Exit** ( ) button or select another application if applicable.

Chapter 6: 4625SW IP Telephone Options

Introduction

This chapter describes how to set or view phone parameters, including:

- Displaying the Phone screen upon dialing/answering
- Personalizing the ringing pattern
- Determining how you want the Redial feature to work (redial the last number called or select from a list of the last six calls)
- Displaying the Call Timer
- Changing the rate at which messages display
- Changing the display area's contrast
- Logging off
- Backing up and restoring Speed Dial button data, Feature Button Labels, and options settings
- Personalizing Feature Button Labels
- Selecting a different language for the 4625SW user interface
- Changing the width of displayed call appearances
- Allowing the Voice message light to flash when the telephone rings
- Disabling and re-enabling the Call Log

This chapter also covers how to verify the status of certain phone/server interactions. This information can be useful in troubleshooting problems or when discussing phone operation with your System Administrator.

Note:

Your Telephone Administrator can turn off your ability to set any of the options covered in this chapter. If all options have been disabled, pressing the **Options** ( ) button displays a message confirming you cannot set/change any options. If a specific option has been disabled, it no longer displays on corresponding row of the Options Main Screen, and pressing the unlabeled Line/Feature button has no effect.

Accessing the Options Main Menus

To access the Options Main Menu:

1. To access the Options application, press the **Options** button ( ) to the right of and below the softkeys.

   The first of two Options Main screens displays.

2. Use the standard paging indicators ( ) to move between the two Options Main screens.

   The six options categories displayed on the first Options Main screen are as follows:

   Application Options – provides access to allow you to set the **Redial** option, set the Phone screen display upon answering or calling options, set the display of Call Timers, set the Message Display Rate, set the Call Appearance Width, set Visual Alerting (flashing message light on incoming calls), and enable/disable the Call Log.

   Personal Ringing – provides access to the **Personal Ringing Selection** screen, to set a ring pattern other than that provided with your phone.

   View IP Settings – provides access to the **View Status Main** screen, from which you can view IP address information/status, quality of service (audio and signaling) status, interfaces status, and miscellaneous phone/status data.

   Contrast Control – provides access to the **Contrast Option** screen, on which you adjust the 4625SW's display area contrast.

   Log Off – allows you to log the phone off for privacy and security purposes.

   Network Audio Quality – provides access to the **Audio Status** screen, on which you can troubleshoot network delay and audio quality. Note that this option displays only when you are on a call.

   The four options categories displayed on the second Options Main screen are:

   Backup/Restore – provides access to the **Backup/Restore Main** screen, from which you can set automatic backups of Speed Dial, Options and Feature Button Label data, restore the previous backup file, set up and verify the status of your File Transfer Protocol (FTP).

   Feature Button Labeling – allows you to customize a label on a Feature button, if desired.

   PC Ethernet Interface – allows you to specify communications settings between the telephone and your PC (if attached).

   Select display language – allows you to change the display from the current language to up to any of seven alternate languages.

3. To select an option, press the Line/Feature button on either side of the desired option.

   The respective Options screen displays.

4. To change the current setting, press the corresponding Line/Feature button.

   The option setting may either "toggle," present a screen for you to specify a setting, or ask you to choose from a list of alternatives.

5. After changing an option, use the appropriate softkey to continue.
6. To exit the Options application, press any of the softkeys labeled for other 4625SW applications (**SpDial, Log**, and **Web**). To return to the Phone application, press the **Phone/Exit** ( ) button.

The procedures in the rest of this chapter describe each Options category in detail.

Application Options

Application options allow you to change call-related default options. You select this option from the Options Main screen, accessed by pressing the phone's **Options** button. Two Application Options screens are available. The first screen provides the functionality to change call-related settings. The second screen allows you to set visual alerting and enable/disable your phone's Call Log. Use the standard paging indicators to move between the two Application Options screens.

To change or set any Application screen option press the Line/Feature button on either side of that option. For example, if an option is set to "No" pressing the corresponding Line/Feature button changes the setting to "Yes."

Setting the Redial Option

The Redial option provides one of two redial selections:

- Automatically redial the **last number** called when the **Redial** button is pressed, or
- Display a list of the **last 6 unique numbers** called when the **Redial** button is pressed, allowing you to choose the number you want redialed.

  This is the default setting.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. (To restore the previous setting without changing the setting, press the **Cancel** softkey.)

   After saving or cancelling, the first Options Main screen displays.

Setting the Phone Screen on Answer? Option

When the **Phone Screen on Answer?** option is set to **Yes**, the Phone screen appears in the display area when you answer a call, regardless of the screen with which you are working. You lose any unsaved work in progress (for example, labeling a Speed Dial button) when the Phone screen displays. The only exception is the Web Access application, which “remembers” the current Web page.

When the **Phone Screen on Answer?** option is set to **No**, answering an incoming call has no impact on the application screen displayed. The top display line, however, provides an appropriate message. *This is the default setting*.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. (To restore the previous setting without making a change, press the **Cancel** softkey.)

   After saving or cancelling, the first Options Main screen displays.

Setting the Phone Screen on Calling? Option

When the **Phone Screen on Calling?** option is set to **Yes**, the Phone screen appears in the display area when you make a call, regardless of the screen with which you were working. You lose any unsaved work in progress (for example, labeling a Speed Dial button) when the Phone screen displays. The only exception is the Web Access application, which “remembers” the current Web page.

When the **Phone Screen on Calling?** option is set to **No**, making a call has no impact on the application screen displayed. The top display line, however, provides an appropriate message. *This is the default setting.*

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. (To restore the previous setting without making a change, press the **Cancel** softkey.)

   After saving or cancelling, the first Options Main screen displays.

Setting the Display Call Timers? Option

Your 4625SW IP Telephone can display two types of call timers. The **Call Timer** displays in the top display area and provides the elapsed time you are connected on a call in h:mm:ss (hours:minutes:seconds) format. The **Hold Timer** displays in the applicable call appearance area, showing the elapsed time a call is on hold.

When the **Display Call Timers?** option is set to **Yes**, the Call Timer displays on either the active call appearance line (if the Phone screen is displayed) or the top display line (if a screen other than the Phone screen is displayed). Likewise, when a call is on hold, the Hold Timer displays in the corresponding call appearance area or the top display line, depending on whether the Phone screen is or is not displayed. *This is the default setting.*

When the **Display Call Timers?** option is set to **No**, neither the Call Timer nor the Hold Timer displays. Call time data is still maintained by the phone for Call Log purposes.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. (To restore the previous setting without making a change, press the **Cancel** softkey.)

   After saving or cancelling, the first Options Main screen displays.

Setting the Message Display Rate

Although rare, the call server can send messages to your phone that are longer than the display area. If this occurs, the first, and then the second, part of the message each display for a specific time interval.

The Message Display Rate can be either **Fast** (display interval is 2 seconds) or **Slow** (display interval is 3 seconds). *The default rate is Slow*.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. (To restore the previous setting without making a change, press the **Cancel** softkey.)

   Upon saving or cancelling, the first Options Main screen displays.

Setting the Call Appearance Width

When the Call Appearance Width is set to **Full** (the default), each line on which a call appears extends the full width of the display. Messages show in the call appearance display area. When this option is set to **Half**, the call appearance area is limited to half of the display area. Call-related messages appear on the top display line.

1. To change this option, press the corresponding Line/Feature button.

   The Call Appearance Width changes from Full to Half or Half to Full, as appropriate to the active setting.

2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. (To restore the previous setting without making a change, press the **Cancel** softkey.)

   Upon saving or cancelling, the first Options Main screen displays.

Setting Visual Alerting

When this option is set to **No** (the default), ringing is the only notification of an incoming call. When set to **Yes**, your phone rings and your voice message indicator flashes to alert you to an incoming call.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. (To restore the previous setting without making a change, press the **Cancel** softkey.)

   Upon saving or cancelling, the first Options Main screen displays.

Enabling/Disabling the Call Log

Your Call Log is a standard application that saves incoming and outgoing calls in one of three logs:

- Incoming Answered calls,
- Incoming Unanswered calls, and
- Outgoing calls.

Call Log **Enabled** (active) is the default. For privacy purposes, you can change the status to **Disabled**, to stop call logging and delete any calls currently logged.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. (To restore the previous setting without making a change, press the **Cancel** softkey.)

   Upon saving or cancelling, the first Options Main screen displays. If you changed the status from "Disabled" to "Enabled" all incoming and outgoing calls will now be logged. If you changed the status from Enabled to Disabled, all calls from each Call Log are deleted and future incoming/outgoing calls are not logged.

Personal Ringing Options

Your 4625SW IP Telephone has eight ringing pattern options. You can hear the patterns and select the one you prefer using the Personal Ringing option.

You select this option from the Options Main screen, accessed by pressing the phone's **Option** button.

1. To hear a ring pattern, press the Line/Feature button to the left or right of any numbered pattern.

   The Current Pattern number changes to the selected pattern, which rings once.
2. Repeat Step 1 until your preferred pattern appears as the Current Pattern.
3. Save the setting by pressing the **Save** softkey or to restore the previous setting without making a change, press the **Cancel** softkey.

   The first Options Main screen displays.

   Note:

   Going off-hook, receiving a call, or losing power during ring pattern selection interrupts the process, and you must start over from Step 1.

   Adjust the ringer volume using the Volume Control buttons, as discussed in Table 1: 4625SW IP Telephone Button/Feature Descriptions.

Status Screen Viewing Options

Four views of telephone and system information are available. A user generally does not need to view this information. However, if problems occur, your System Administrator might ask you to report certain values from any status screen.

Note:

Status screen data can be viewed, but cannot be changed.

1. Select **View IP Settings** from the Options Main screen (accessed by pressing the phone's **Option** button).

   The View Status Main Screen displays.

2. To select any option on this screen, press the Line/Feature button on either side of that option. When a screen has more than one page, the Paging Indicator displays. Use the **Page Right** or **Page Left Indicator** buttons to scroll from one page to another as applicable.
3. To return to the first Options Main screen from any status screen, press the **Return** softkey.

   Each option is described in the following sub-sections.

Viewing IP Address Status

IP (Internet Protocol) address information encompasses two screens and identifies certain components and connections. IP address information includes:

- the location (address) of your phone on your system's Call Server,
- the location and port (connection) of the Call Server itself,
- the call routing and mask addresses, and
- the identification of the File Server with which your telephone interacts.

Although technical in nature, your System Administrator might ask you for information to track questions about or problems with phone functions or connections.

Viewing Quality of Service (QoS) Status

QoS refers to several mechanisms used to improve audio quality over the network.

Viewing Interface Status

Your phone interacts with several system hardware devices and system software. This screen provides information about three of the main interfaces.

Viewing Miscellaneous Status

Three miscellaneous status screens provide additional information about your telephone and its connections, such as the model, serial number, and MAC address.

Changing the Display Contrast

On first-time startup, your 4625SW IP Telephone's display area contrast is set to a mid-level. To adjust it to better suit your work environment and lighting, 15 contrast levels are available.

Note:

You might not be able to distinguish between all 15 contrast level settings. Some of the upper and/or some of the lower contrast level settings might appear identical to adjacent settings. This is normal.

1. Select the **Contrast Control** option from the Options Main screen (accessed by pressing the phone's **Option** button).
2. To brighten the contrast, press the **Right Arrow** softkey until you reach the desired contrast level. To dim the contrast, press the **Left Arrow** softkey until you reach the desired contrast level.

   Each softkey press results in the level being increased or decreased, depending on which arrow softkey you press. Chevron symbols provide visual confirmation of the current level.
3. Save the contrast level you set by pressing the **Save** softkey, or, to restore the previous setting without changing the contrast, press the **Cancel** softkey.

   The first Options Main screen displays.

Viewing the Network Audio Quality

In the event you experience poor audio quality during a call, the problem is likely with your network. Your LAN Administrator might ask you to display this screen to diagnose or troubleshoot audio problems. Although technical in nature, this screen provides information that can help identify causes of poor audio quality.

Note:

The **Network Audio Quality** button displays only when you are on a call (off-hook).

1. Select **Network Audio Quality** from the Options Main screen (accessed by pressing the phone's **Option** button).

   If administered, the Audio Status screen displays.

2. To return to the first Options Main screen, press the **Return** softkey.

Logging Off the 4625SW IP Telephone

Log your telephone off to prevent unauthorized use during an absence, or for privacy purposes. Locate the Log Off option on the first Options Main screen.

CAUTION:

Logging off deletes all Call Log entries and returns any options you might have changed to their default values.

1. To log your phone off from any application screen, press the **Options** button to the right of and below the softkeys.

   The first of two Options Main screens displays.

2. Select the Line/Feature button on either side of the **Log Off** option.

   The Log Off screen displays the prompt "Do you want to log off?"

3. To proceed, select the Line/Feature button on either side of **Yes**. To return to the Options Main screen without logging off, select the Line/Feature button on either side of **No**.

   *Selecting **Yes** unregisters your phone from the call server, deleting your Call Log entries and returning any options you might have changed to their default values*.

   *Selecting **No** displays the first Options Main screen. Your phone remains logged on to the network and your Call Log and options values remain unchanged*.

Reinstating the Phone After a Log Off

When your phone is logged off, the top line displays “Ext. =*.”

1. To reinstate your phone following a log off, use the dialpad to enter your Extension Number, then press the Pound (#) key.

   The display prompts for entry of your password.

2. Using the dialpad, enter your PBX/switch Password then press the Pound (#) key.

   The phone is now ready for use.

Backup/Restore Options

The 4625SW IP Telephone’s backup and restore options allow you to:

- Back up your options/preference settings, your Speed Dial Button Labels, Names, and Numbers, and Feature Button Labels. This occurs automatically whenever you save a change to any one of those settings or buttons. Automatic backup protects this data against system failure, by allowing you to restore your backup file of active settings and button labels.
- Restore Options settings, Speed Dial Button Labels, Names and Numbers, and Feature Button Labels following a phone failure or replacement.
- Establish or modify FTP (File Transfer Protocol) settings such as the network server address, directory path for saving backed-up data, and a User ID and Password for server access through your phone.
- Verify whether an automatic backup has occurred.

Because each telephone system has unique characteristics and settings, modifying the Backup/Restore options usually requires your System Administrator’s assistance. For example, it is unlikely that you know the specific server IP address to enter when setting up FTP parameters without consulting your System Administrator.

To verify or change any of these options, select **Backup/Restore** from the second Options Main screen. Doing so displays the Backup/Restore Main screen containing all related backup/restore options and settings.

Note:

On the Backup/Restore Main screen, check the **Automatic Backup** setting to determine if your phone is already set for automatic backups. The default setting is **Disabled**, meaning automatic backup will not occur unless you change the setting to **Enabled**.

Settings Saved During a Backup

When the Backup/Restore Option is properly administered, Backup/Restore saves the following settings and preferences:

- Personalized Ring setting
- Redial setting
- Phone Screen on Answer? (yes/no)
- Phone Screen on Calling? (yes/no)
- Display Call Timers? (yes/no)
- Message Display Rate (slow/fast)
- Call Appearance Width (half/full)
- Visual Alerting (yes/no)
- Call Log Enable (yes/no)
- 4625SW Contrast setting
- Display Language
- Ethernet setting
- Automatic Backup (yes/no)
- FTP Server IP Address
- FTP Directory Path
- FTP User Name

Setting the Automatic Backup Option

You must change the Automatic Backup setting to **Enabled** to automatically back up your options settings, Feature Button Labels, and Speed Dial Button Labels, names and numbers whenever you change any of these values. If this setting is **Disabled**, you might have to first provide additional information, such as the FTP server on which your backed up data will reside, before you can change the setting.

1. Check below the FTP Status line for one of the following messages and proceed as directed:

If	Then
The message “Options, SD entries, & Feature Button Labels may be saved.” displays	*Automatic backup is already enabled, and no further action is required. Select **Return** to display the second Options Main screen.* To verify when the most recent backup occurred, see Verifying Backup/Retrieval Status on page 66.
No message displays	Proceed to Step 2 to change the automatic backup setting from **Disabled** to **Enabled**, or select **Return** to display the second Options Main screen.
The message “An FTP server IP address must be provided for this feature.” displays	You must first provide the server address and/or directory in which to store your backup data. Contact your System Administrator for this information and any specific instructions for your telephone system. Then add the server address as described in Setting a User ID, Password, and other FTP (File Transfer Protocol) Options on page 68, before proceeding to Step 2.

2. To automatically backup all your options settings, your Feature Button Labels, and your Speed Dial information following a save to any of these values, select the Line/Feature button to the right or left of **Automatic Backup**.

   The setting changes from Disabled to Enabled.

3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

   The second Options Main screen re-displays.

Verifying Backup/Retrieval Status

To determine whether the most recent backup and/or retrieval was successful, select **FTP Status** on the Backup/Restore Main screen.

The FTP Status screen displays the following messages for the last backup and the last retrieval, plus an individual status for each type of data:

Action	Status/Meaning
Last Backup:	*Successful* - Data was successfully backed up with no problems noted. *N/A* - No backup was initiated (ensure that the Automatic Backup setting is **Enabled** on the Backup/Restore Main screen). *In Progress* - The 4625SW IP Telephone is currently backing up your data. *Failed* - Backup could not be performed (for example, the server could not be accessed, the backup file cannot be accessed, etc.)
Last Retrieval:	*Successful* - Data was successfully retrieved with no problems noted. *N/A* - No retrieval was initiated. *In Progress* - The 4625SW IP Telephone is currently retrieving your data. *Failed* - Retrieval could not be performed (for example, the server might not be functioning, the backup file cannot be accessed, etc.).
SpDial: **Feature Buttons:** **Options:** **Note:** A separate status displays for each one of the above applications.	*Successful* - Data of this type (Speed Dial, Feature buttons, or Options) was retrieved without problems. *N/A* - No retrieval of the associated (Speed Dial, Feature buttons or Options) data started. *Failed* - At least one invalid value was identified for the applicable data category (Speed Dial, Feature buttons or Options). No retrieval of this type of data occurred.

Note:

In the event of backup/retrieval failure, the bottom line displays the last error message associated with the most recent attempt.

Retrieving and Restoring Data from a Backup File

Restoring data from your most recent backup file is a two-step process. First you start backup file retrieval (usually following a system failure or phone replacement). Then you confirm that you want the retrieved data to replace the phone's current data.

Note:

Retrieving and restoring backup data takes only a few seconds, however, while in progress, no other phone activity is allowed.

1. Select **Retrieve Stored Data** from the Backup/Restore Main screen.

   The 4625SW attempts to start FTP (File Transfer Protocol) to retrieve the latest backup file from the server. The message "FTP Retrieval in progress..." displays. Any one of the following additional messages can display, as appropriate:

If	Then
Following server connection, the backup file is retrieved with data in the proper format	The messages "File successfully retrieved." and "Press **Save** to replace current data with retrieved data." display. Select **Save**. *All previous values are replaced with the backup file data. The Backup/Restore Main screen re-displays.*
Connection to the FTP server cannot be made	The message "Cannot access FTP server." displays. Select **Retry**. If the connection is made, review the previous messages for a successful retrieval and proceed accordingly. If the connection still cannot be made, the server might be busy or not functioning. Select **Cancel** to return to the Backup/Restore Main screen and try the Restore procedure again later. Optionally, verify with your System Administrator that the server's IP address is correct.
Connection is made with the FTP server, but the file is not in the specified directory or cannot be retrieved for any reason	The message "Cannot obtain file." displays. Contact your System Administrator for instructions on how to proceed.

2. If you want to return to the Backup/Restore Main screen without retrieving or restoring the backup file, select **Cancel**.

   The retrieval or restoration of backup data is cancelled, and any partially retrieved data is discarded. The Backup/Restore Main screen re-displays.

Note:

Your Telephone Administrator can turn off the ability to make changes to the Speed Dial buttons. In this case, you will be able to retrieve the backup file as normal, but any changes you may have made to that backup file's Speed Dial Button Label data are ignored.

Setting a User ID, Password, and other FTP (File Transfer Protocol) Options

Your System Administrator establishes certain parameters for each 4625SW IP Telephone in your network. Most parameters are established at the network server and apply to all telephones on the network. Other parameters can be unique to a specific site, department, or group of telephones. Those settings which can be unique to your phone appear on the FTP (File Transfer Protocol) Setup screen. They are:

- **Server IP Address** - the specific server to which your 4625SW IP Telephone is connected, for backup, restore, and other network-related functions. If your phone has been repaired, this value is set to zero and should be re-established.
- **Directory Path** - the server location to which your telephone's data (for example, Speed Dial labels, names and numbers, options and Feature Button Labels) is sent during a backup, and from which data is restored.
- **User ID and Password** - unique identifiers assigned to a phone user for server security purposes.

Note:

All FTP settings are set to blank upon phone manufacture and repair.

Because FTP information can impact both server operation and the proper backup of your phone data, contact your System Administrator before updating any settings.

The User ID and Password in the following procedure provide access to your server. Such access allows you to perform backup and other (future) server-related features. The User ID and Password are not the Avaya Communication Manager registration ID and password, which identify you as an authorized user of your respective system.

1. To update any of the FTP settings, select **FTP Setup** from the Backup/Restore Main screen.

   The FTP Settings Main screen displays.

2. Choose one of the following options:

If you want to	Then
Add or update the server IP address	Select the Line/Feature button next to **Server IP Address**. *The FTP Server Address Input screen displays. The top display area prompts "Enter IP address" (if no server name is currently assigned) or "IP Address or DNS name (<17)" (if you are modifying an existing server address).* Use the dialpad and any applicable Line/Feature buttons to enter the 16 character or fewer server address/name. (See Entering Characters Using the Dialpad and Editing During or After Entry in Chapter 3: Using the Speed Dial Application for information about data entry.) Select **Save** to save the setting and return to the FTP Settings Main screen.
Add or update the directory path (to which backup saves your data)	Select **Directory Path**. *The FTP Directory Path Input screen displays. The top display area prompts "FTP Directory Path (<23)."* Enter the path provided by your System Administrator (22 or fewer characters) using the dialpad and any applicable Line/Feature buttons. (See Entering Characters Using the Dialpad and Editing During or After Entry in Chapter 3: Using the Speed Dial Application for information about data entry.) Select **Save** to save the setting and return to the FTP Settings Main screen. Alternately, you can select **Clear** to remove the current path prior to entering a new path or you can select **Cancel** to return to the Backup/Restore Main screen without changing the current path.
Add or update the [Server] User Name	Select **User Name**. *The FTP User Name Input screen displays. The top display area prompts "FTP User Name (<16)."* Use the dialpad and any applicable Line/Feature buttons to enter the User Name (15 or fewer characters) that gives you access to the server. (Either your System Administrator provides the name or you select this name using parameters provided by the administrator). (See Entering Characters Using the Dialpad and Editing During or After Entry in Chapter 3: Using the Speed Dial Application for information about data entry.) Select **Save** to save the setting and return to the FTP Settings Main screen.

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If you want to	Then (continued)
Add or modify your Server Password	Select **Password**. *The FTP Password Input screen displays. The top display area prompts "FTP Password (<13)."* Use the dialpad and any applicable Line/Feature buttons to enter the Password (using parameters provided by your System Administrator). Select **Save** to save the setting and return to the FTP Settings Main screen.
Return to the FTP Settings Main screen without changing the selected FTP setting	Select **Cancel**. *No change is made and the FTP Settings Main screen re-displays.*

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3. Repeat this procedure from Step 1 for each FTP setting you want to add or modify.

Feature Button Labeling

Line/Feature buttons ( ) appear on both sides of the telephone's display area. These buttons provide call appearances (Lines). These buttons also provide other call-related features (provided with your telephone system or administered by your System Administrator) in the Phone application. Line/Feature buttons also serve as application-specific buttons in other applications, such as the Call Log.

You can use the Feature Button Labeling option to re-label any of the Phone application Line (call appearances) and/or Feature buttons. For example, one of your Feature buttons might be labeled CFwd for Call Forwarding but you want it to read simply Fwd. Alternatively, if you have re-labeled several Feature buttons and want to restore the default (original) labels, you can use this option to view default label values and restore them if desired.

1. Select **Feature Button Labeling** on the second Options Main screen.

   The Feature Button Labeling Options screen displays.

2. Choose one of the following options:

If you want to	Then
Re-label one or more Feature buttons	Select **Relabel feature buttons**. *The Feature Button Relabeling screen displays.* *Proceed to Step 4*.
View the default labels for your Feature buttons	Select **View default labels**. *The Default Feature Button View screen displays*. Review the default labels, then select **Return** to re-display the Feature Button Labeling Options screen. Repeat Step 3, selecting a different option.
Restore the default labels to all your Feature buttons	Select **Restore default labels**. *The Restore Default Feature Button Labels screen displays. The prompts "Restore all Feature Button labels to default settings?" and "Press Default to confirm." display.* To restore the default labels, select **Default.** To return to the Feature Button Labeling Options screen without making a change, select **Cancel**. *The Feature Button Labeling Options screen displays.*
Return to the second Options Main screen without changing the Feature buttons	Select **Return**. *No change is made and the second Options Main screen re-displays.*

3. If Right/Left Page indicators appear in the softkey button area, your phone has more than one page of Feature buttons. Use the **Right** or **Left Page Button** to move to the page on which you want to re-label one or more Feature buttons.

   As you move from page to page, the top display area shows the current page number.

   Note:

   Your System Administrator might have "locked" one or more labels so that you cannot edit them. These locked labels are shaded in white. When you cannot change a locked button, an error beep tone sounds when you select that button.

4. Select (press) the Feature button you want to re-label.

   The Feature Button Label Editing screen displays. For reference, the current label appears next to the first Feature button.

5. To re-label a Feature button, use the dialpad and any applicable Line/Feature buttons, to enter the new label (13 or fewer characters). To restore the default label to the selected Feature button, select **Clear** to remove the label you previously defined. (See Entering Characters Using the Dialpad and Editing During or After Entry in Chapter 3: Using the Speed Dial Application for information about data entry.)

6. Select **Save** to save the new/modified label (or to restore the default label as applicable). Alternately, select **Cancel** to exit the screen without saving a change or restoring the default label.

   The Feature Button Labeling screen re-displays.

   Note:

   Some Feature buttons might be provided as part of your telephone software. In the event of a software upgrade, such standard Feature Button Labels might be overwritten with a new, standard label, erasing any re-labeling you may have performed.

Changing a Phone/PC Ethernet Interface

The 4625SW IP Telephone ordinarily communicates with any optionally-attached PC in auto-negotiation mode. This basically means the PC and telephone together decide how to communicate when they are connected. Although unlikely, there might be an occasion where you or your System Administrator want to force this communication to a particular setting.

1. Select **PC Ethernet interface** from the second Options Main screen.

   The PC Ethernet Interface screen displays showing the current setting.

2. Press the Line/Feature button on either side of the desired setting.

   The Current setting changes to your selected setting.

3. To save your selection, select **Save**. To restore the original setting without changing it, select **Cancel**.

   The second Options Main screen redisplays.

Selecting an Alternate Language

Users can change the user interface language their 4625SW IP Telephones display.

The 4625SW IP Telephone always supports the following languages:

- English (the default display language)
- Français
- Italiano
- Japanese (Katakana only)
- Español
- Deutsch
- Nederlands
- Português

A given 4625SW IP Telephone supports one of three language configurations:

- The configuration described above in the bulleted list
- English, Chinese, and Russian
- English, Japanese (Katakana and Han characters), and Russian

The Language Selection screen identifies which configuration applies to your 4625SW telephone.

1. Select **Select display language** on the second Options Main screen.

   The Language Selection screen displays.

2. Select the Line/Feature button next to the language you want your phone to display when in use.

   If the currently active language was selected, the second Options Main screen re-displays and no action is taken.

   If any language other than the currently active language was selected, the Language Confirmation screen displays. The prompt “Are you sure?” displays in the currently active language and in the new language you selected. The four softkeys at the bottom of the display are labeled respectively “Yes” and “No” in both the currently active language and the selected new language.

3. Choose one of the following options:

If you want to	Then
Proceed to change the current language to the new language	Select either **Yes softkey**. *The active language changes to the new language you selected. The second Options Main screen re-displays. All screens now display the new user interface language.*
Retain the currently active language without changing the user interface display language	Select either **No** softkey. *The language remains unchanged and the Language Selection screen re-displays*. Repeat the procedure from Step 2 to select a different language, or select **Return** to return to the second Options Main screen.

Chapter 7: Headsets and Handsets

Introduction

This chapter provides information about headsets and specialized handsets that are compatible with your IP telephone.

Headsets for 4600 Series IP Telephones

Avaya supports only those headsets and headset adapters that carry an Avaya brand or logo.

There are a variety of Avaya headsets that are compatible with your 4600 Series IP Telephone. To see available headsets, go to http://www.avayaheadsets.com/index.html.

Headsets require headset adapters/connectors to operate. Avaya offers three types of headset adapters for 4600 Series IP Terminals:

- The MIP-1 provides remote call answering and call initialization features with the Avaya Cordless Headset.
- The Modular base amplifier (M12LUCM), which is a high-performance solution for users who continuously wear headsets, and
- The HIP cord, which allows basic, direct headset connection to your Avaya IP Telephone.

Avaya also offers a cordless headset solution (LKA10) with up to a 150 ft. mobile range from the base. The LKA10, when used with the MIP-1, offers remote call answering and call initialization features on the 4610SW, 4620, 4620SW, 4621SW, 4625SW and 4630SW IP Telephones. The MIP-1 must be ordered separately. The LKA10, when used without the MIP-1, operates with other Avaya IP Telephones, but cannot be used for remote call answering or call initialization.

The table below summarizes Avaya's corded headset connectors and cordless headset choices, and provides ordering codes.

Headset Connector	Type	Ordering Code
M12LUCM	Corded	407639715
HIP Cord	Corded	700212442
LKA10 (includes Headset)	Cordless Solution	408271385
MIP-1	Accessory	700281074

Note:

If your IP telephone does not have a fixed headset button, your System Administrator must administer your phone for headset operation when using the HIP Cord.

Handsets for 4600 Series IP Telephones

Specialized handsets are available for noisy environments, hearing-impaired users, and other special purposes. See the following table for specialized handsets and replacement handsets for your phone.

Handset Connector	Type	Ordering Code
AK1A-2001	Replacement Handset	700203797
AK5A-1001	Push-to-Talk	700229727
AK6A-1001	Amplified	700229735
AK8A-1001	Noisy Location	700229743

Chapter 8: Telephone Management and Troubleshooting

Introduction

The 4600 Series IP Telephones are relatively trouble free. This chapter provides helpful information for:

- Interpreting the different ringer tones you hear.
- Interpreting the 4625SW's display symbols.
- Testing your telephone to ensure that it is operating correctly.
- Basic Troubleshooting. This chart provides the most common problems an end user might encounter and suggested resolutions.
- Application-specific troubleshooting. This chart describes problems and solutions specific to a 4625SW application (Phone, Speed Dial, Call Log, or Web Access).
- Resetting or power-cycling your phone, when Basic Troubleshooting does not resolve a problem.

Additionally, Chapter 6: 4625SW IP Telephone Options describes several status screens to use to troubleshoot certain problems, as requested by your System Administrator. For all other IP telephone questions or problems, contact your System Administrator.

Interpreting Ringer Tones

As you become more familiar with your IP telephone, you will recognize the various tones you hear in response to an incoming call or while using the handset. The chart below provides an overview of the tones you hear. Check with your System Administrator to verify if the descriptions are accurate for your system. Ringing Tones accompany an incoming call. Feedback Tones are those which you hear through the handset (receiver) or the Speaker.

Note:

The PBX, not the telephone, generates these tones, which can differ from this list. This difference is especially true when the PBX is outside the United States.

Ringing (Incoming) Tones	Meaning
1 Ring --------	Call from another extension.
2 Rings ------- -------	Call from outside or the System Administrator.
3 Rings ------ ------ ------	Priority call from another extension, or from an Automatic Callback call you placed.
Half Ring (ring-ping) ---	A call is being redirected from your phone to another because Send All Calls or Call Forwarding All Calls is active.

Feedback (Handset) Tones	Meaning
Busy --- --- ---	Low-pitched, rapid tone (repeated 60 times per minute), signifying the number dialed is in use.
Call Waiting Ringback Tone ---_	A ringback tone with lower-pitched signal at the end. This indicates the extension called is busy and the called party was given a call waiting tone.
Confirmation -- -- --	Three short tone bursts. This indicates a feature activation or cancellation was accepted.
Coverage -	One short tone burst. This indicates your call will be sent to another extension for a covering user to answer.
Dial ---------	Continuous tone indicating dialing can start.
Intercept/Time-out -_-_-_-	Alternating high and low tone indicating a dialing error, denial of a requested service, or failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
Recall Dial - - - ----------	Three shorts tone bursts followed by a steady dial tone indicate a feature request was accepted and dialing can start.
Reorder -- -- -- -- -- --	Fast busy tone repeated every half-second indicate all phone trunk lines are busy.
Ringback ---- ---- ---- ----	Low-pitched tone repeated 15 times a minute indicates the number dialed is ringing.

Interpreting Display Icons

As you become more familiar with your IP telephone’s display, you will recognize the icons or symbols associated with the state of a call or the state of the phone. This chart provides an overview of the icons you might see. Check with your System Administrator to verify if the descriptions are accurate for your system.

Icon	Meaning
No Icon Displayed	Idle. Indicates the line is available.
	Active. Indicates the line is in use.
	On Hold. Indicates a call is on hold on this line.
	Ringing. Indicates an incoming call is arriving on this line.
	(Soft) Hold. Indicates this line's call was put on hold pending a conference or a transfer.

Testing Your Phone

The Test feature allows you to verify that your telephone's lights and display are operating properly.

Testing the Telephone's Lights and Display

1. With the telephone idle (on-hook), press and release the **Mute** button, then press the following numbers on the dialpad: **8 3 7 8 #** (which stands for TEST).

   The display indicates the self-test has started. If the test is successful, the message "Self test Passed #=end" displays. If the test is not successful, the message "Self test Failed #=end" displays instead.

2. Press # to return to the Phone screen.

If nothing appears on the display and the phone is receiving power, your phone might need to be replaced. Contact your System Administrator for assistance or additional troubleshooting information.

Basic Troubleshooting Chart

Problem/Symptom	Suggested Solution
Phone does not activate after connecting it the first time	Unless your System Administrator has already initialized your telephone, you might experience a delay of several minutes before it becomes operational. Upon plug-in, your telephone immediately starts downloading its operational software, its IP address, and any special features programmed by your System Administrator from the server to which it is connected. Report any delay of more than 10 minutes to your System Administrator.
Phone does not activate after a power interruption	Allow a few minutes for re-initialization after unplugging, powering down the phone, server problems, or other power interruption causes.
Phone worked earlier but does not currently appear to work	Contact your System Administrator.
Speaker does not operate	Ask your System Administrator if your Speaker was disabled.
Phone does not ring	Use the **Up/Down Volume** keys to set your ringer volume to a higher level. From another phone, place a call to your extension to test this suggested solution.

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Problem/Symptom	Suggested Solution (continued)
Display shows an error/ informational message	Most messages involve server/phone interaction. If you are on a call and the display suddenly shows “Discovering...,” the network connection between the telephone and the call server was interrupted, but your call stayed connected. The telephone automatically starts to re-register with the call server, but until re-registration succeeds, you do not have access to switch features and functionality such as Transfer, or to administered feature buttons. If you cannot resolve the problem based on the message received, contact your System Administrator for resolution.
Characters do not appear on the Display screen	See”*Phone does not activate after connecting it the first time*." Check all lines into the phone to ensure that it is properly connected. Check the power source to ensure that your telephone is receiving power. Perform the following Test procedure: with the telephone idle (on-hook), press and release the **Mute** button. Then press the following numbers on the dialpad: **8 3 7 8 #** (which stands for TEST). The display should indicate the self-test has started, then report if the test was successful or failed. If nothing appears on the display, and the phone is receiving power, your phone might need to be replaced. If these suggested solutions do not resolve the problem, reset or power cycle the phone with your System Administrator’s assistance.
Audio quality is poor, specifically, you hear an echo while using a handset, static, sudden silences (gaps in speech), clipped or garbled speech, etc.	Various potential network problems might be causing the problem. Access the Network Audio Quality screen (described in Viewing the Network Audio Quality in Chapter 6: 4625SW IP Telephone Options) to provide your System Administrator with specific information related to this problem. Contact your LAN Administrator with as complete a description of the problem as possible.
No dial tone	Check that both the handset and line cords into the phone are securely connected. Note that there might be a slight operational delay if you unplug and reconnect the phone. Reset or power cycle the phone with your System Administrator’s assistance. See the section titled Resetting and Power Cycling the IP Telephone for details. Contact your System Administrator if these steps do not produce the desired result.

Problem/Symptom	Suggested Solution (continued)
A feature does not work as indicated in this guide (for example, the **Redial** button does not operate as described)	Verify the procedure and retry. For certain features, you must lift the handset first or place the phone off-hook. Contact your System Administrator if this action does not produce the desired result. Your telephone system might have been specially programmed for certain features applicable only to your installation.
All other IP phone problems	Contact your System Administrator.

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Troubleshooting 4625SW Applications

Problem/Symptom	Suggested Resolution
GENERAL: A feature does not work as indicated in this guide, or does not work as it had previously worked	Verify the procedure and retry. Check below to troubleshoot the specific application with which you are working. Ensure that any options have not been changed. Contact your System Administrator if these actions do not produce the desired result.
You are logging on to a new telephone and your old data and settings are not being displayed	Your new telephone is not retrieving data from the same location as your original telephone, or you need to provide a User Name and Password. Follow the procedure in Setting the Automatic Backup Option to administer your current telephone with the necessary parameters. If this procedure does not solve the problem, contact your System Administrator.
PHONE APPLICATION:	Review the previous section, Basic Troubleshooting Chart.

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Problem/Symptom	Suggested Resolution (continued)
SPEED DIAL APPLICATION:	
You cannot dial out using any Speed Dial button	Verify that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.
You cannot add an entry to the Speed Dial list	You have 108 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
At least one Speed Dial entry is missing or contains erroneous characters	Someone edited the FTP backup file and failed to insert a blank line at the beginning of the file, and/or failed to save the file in UTF-8 format. Edit the file, insert a blank line at the beginning of the file, and save the file in UTF-8 format. (Contact your System Administrator if you have questions on editing the file yourself.) Then retrieve the file from the telephone, as explained in Retrieving and Restoring Data from a Backup File.
CALL LOG APPLICATION:	
You cannot dial out after selecting a call log entry	Check that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.
You cannot add an entry to the Speed Dial list	You have 108 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
Dialing from this application does not go through	Your administrator must administer settings for the Enhanced Dialing feature beyond the defaults.
The Call Log is empty	Check the Options screen to ensure that the Call Log is not Disabled. Many events can clear the Call Log, including power failures, restarting the telephone after logging off, etc.
WEB ACCESS APPLICATION:	
Pressing the **Web** softkey does not display a Web site	Check with your LAN Administrator to determine if the Web server is not operating, if there are network connectivity problems, or other network problems.
Dialing from this application does not go through	Your administrator must administer settings for the Enhanced Dialing feature beyond the defaults.
You cannot add an entry to the Speed Dial list	You have 108 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
OPTIONS:	
No Options other than “View IP Settings” display	Your administrator has turned off all user-settable options.

Resetting and Power Cycling the IP Telephone

Reset your IP telephone when other troubleshooting suggestions do not correct the problem or after being advised to do so by your System Administrator.

CAUTION:

Use a Power Cycle only with the approval of your System Administrator and only when a reset does not resolve the problem. Power cycling might cause stored information such as options and settings to be lost.

Resetting Your Phone

This basic reset procedure can resolve most problems.

1. Press the **Mute** button.
2. Using the dial pad, press the following keys in sequence: **7 3 7 3 8 #**

   *The display shows the message "Reset values? * = no # = yes."*
3. Choose one of the following:

If you want to	Then
Reset the phone without resetting any assigned values	Press ***** (asterisk). *A confirmation tone sounds and the display prompts "Restart phone? * = no # = yes."*
Reset the phone and any previously assigned (programmed) values (Use this option only if your phone has programmed, static values)	Press **#** (the pound key). *The display shows the message "Resetting values." Your IP telephone resets its programmed values, such as the IP address, to their default values, and re-establishes the server connection. The display then prompts "Restart phone? * = no # = yes."*

4. Press **#** to restart the phone or ***** to terminate the restart and restore the phone to its previous state.

   Note:

   Any reset/restart of your phone might take a few minutes.

Power Cycling the Phone

Use the power cycle with your System Administrator's approval. Use power cycling only if the basic or programmed reset procedure cannot be performed or does not correct the problem:

1. Unplug the phone and plug it back in.

   The phone connection is re-established.

2. If power-cycling does not correct the problem, your System Administrator can perform a more severe power cycle by unplugging both the phone and the Ethernet cables.

   WARNING:
   Because the type of power cycle mentioned in Step 2 involves reprogramming certain values, Step 2 should only be performed by your System Administrator.

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